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**SalesForce**

## Nonprofit-Cloud-Consultant

*Salesforce Certified Nonprofit Cloud Consultant*



### Question: 131

A nonprofit organization has a new system administrator who has just taken over managing its existing Salesforce organization and wants to know which data maintenance practices should be used.

Which two data hygiene practices should a consultant recommend? Choose 2 answers

- A. Organize reports into appropriate folders.
- B. Create a new custom object to store legacy data.
- C. Run Health Check.
- D. Delete all past activities.

**Answer:** A,C

### Question: 132

A nonprofit organization wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist. In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month.

Which action should the consultant take to troubleshoot this issue?

- A. Check the Recurring Donation batch size.
- B. Check the Error Log.
- C. Check if the "Always use last day of the month" field is selected.
- D. Check if the Custom Installment record was modified

**Answer:** B

### Question: 133

A nonprofit organization is using NPSP to manage its contacts and their families.

What should the consultant recommend about adding other common connections such as siblings and deceased and divorced spouses?

- A. Add them as Relationship entries manually
- B. Add them as Relationship record types
- C. Add them as Affiliation entries manually
- D. Add them as Affiliation record types

**Answer:** A

### Question: 134

A consultant is setting up a governance framework as part of a nonprofit organization implementation.

Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Agile Methodology
- B. Release Management
- C. Rules of Engagement
- D. Center of Excellence
- E. Design Standards

**Answer:** A,B,D

### Question: 135

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.

What should the consultant advise to capture this in Salesforce?

- A. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.
- B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.
- C. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.
- D. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.

**Answer:** C

### Question: 136

A nonprofit organization has a large volume of contacts, organizations, and address records. The organization wants to migrate all of its data into its NPSP org.

What are two considerations? Choose 2 answers

- A. Address verification only works with the one-to-one and individual ("Bucket") Account models.
- B. Tracking addresses with the Address object may introduce more complexity.
- C. Migrating all historical address information impacts system data storage.
- D. There is a limit of three addresses per contact or organization that can be migrated into NPS

**Answer:** B,C

### Question: 137

A volunteer manager at a nonprofit organization needs to be able to search for volunteers with landscaping skills who are available at a given time. The organization is using Volunteers for Salesforce.

What should the consultant advise?

- A. Create a list view on Contacts using a filter for those who have skills that include landscaping. Add the field for Volunteer Availability on the list view and sort by it to find those with landscaping skills who are available at the given time
- B. Click on the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs

with the values you're looking for and hit search

C. Use the Volunteers Wizard to look for volunteers with landscaping skills and Volunteer Availability and choose those available at the given time

D. Create a report with the report type Contacts with Volunteer Hours and Volunteer Jobs. Filter the report by the Volunteer Job for landscaping and Volunteer Availability at the time the Volunteer Manager needs them

**Answer: B**

**Question: 138**

A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.

Which object and address field should the associate use when building the report?

A. Account; Billing Address

B. Contact; Other Address

C. Account; Shipping Address

D. Contact; Mailing Address

**Answer: D**

**Question: 139**

An international nonprofit organization added a translated relationship picklist value, however the reciprocal relationship record is not displaying correctly.

What is the cause of this error?

A. The system administrator did not enable the Translation Workbench.

B. The language is not supported in NPS

D. The current user does not have the correct locale.

E. The system administrator did not add the reciprocal relationship value in the NPSP Settings tab.

**Answer: D**

**Question: 140**

How often are updates to the NPSP pushed to production orgs?

A. Three times per year

B. Four times per year

C. Once every two weeks

D. Once every month

**Answer: C**

**Question: 141**

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app.

What should the consultant recommend?

- A. Social Studio
- B. Live Message
- C. Pardot
- D. Google Analytics

**Answer:** A

**Question:** 142

A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up.

What should the consultant recommend to handle duplicate clean up in bulk?

- A. Salesforce Duplicate Management
- B. NPSP Contact Merge
- C. Third party app from the AppExchange
- D. Salesforce Data Loader

**Answer:** B

**Question:** 143

A consultant is installing NPSP in an existing Salesforce org for a nonprofit organization that plans to use the memberships feature in NPSP.

Which action should a consultant take?

- A. Create a Membership Opportunity record type.
- B. Add a value in the Type field on Opportunity for Membership.
- C. Create a Membership Affiliation record type.
- D. Add a checkbox field on the Opportunity called "Membership".

**Answer:** A

**Question:** 144

A donor donates \$500 to a nonprofit that is matched by his employer.

How are the hard credits and soft credits listed in NPSP?

- A. The donor has a hard credit of \$500 and a soft credit of \$500, and the employer has a hard credit of \$500
- B. The donor has a soft credit of \$500 and the employer has a hard credit of \$500
- C. The donor has a hard credit of \$500, the employer has a hard credit of \$500, and there are no soft credits
- D. The donor has a hard credit of \$500 and the employer has a soft credit of \$500

**Answer: B**

**Question: 145**

The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance.

What can the consultant deliver to help them achieve this summary by channel?

- A. Create a Role Hierarchy to summarize the number of Opportunity records associated with each user, and the Campaign Memberships associated with the Primary Contact on the Opportunity by channel.
- B. Create an Account Hierarchy to see the number of people related to each household, and their associated Contact records with Campaign Memberships and Opportunities by channel.
- C. Create a User Hierarchy to report by user with the Opportunity, Contact, and Campaign records owned representing donation, volunteer, and event channels and their Campaign Memberships.
- D. Create a Campaign Hierarchy to see the number of people associated with each donation, shift, and event, by channel with Campaign Memberships.

**Answer: D**

**Question: 146**

A nonprofit organization is currently using Person Accounts in Salesforce. The organization now wants to use the NPSP Household Account model instead and does not want system administrators to interact with anything related to the Person Account model.

What should the consultant advise?

- A. Export all Person Account data, then create a help ticket asking Salesforce to uninstall Person Accounts, then install NPSP and reimport the data
- B. Install NPSP in its Salesforce org and set the account model to Household Accounts and the record type to Person Accounts
- C. Apply for a new Salesforce NPSP org and request a license transfer, then migrate existing data from the current system to the new Salesforce instance
- D. Extract the Person Account data, uninstall Person Accounts, install NPSP and reimport the data.

**Answer: C**



# SAMPLE QUESTIONS

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